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**Cambridge City Council**

**STAR 2020: Independent  
Living Tenants**

**Final Report**

**January 2021**



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# Project details

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<b>Client</b>	Cambridge City Council
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# Executive summary

Cambridge's Independent Living Service (Cambridge City Council) commissioned M·E·L Research to carry out a STAR survey (Survey of Tenants and Residents) to gather feedback from residents. The aim was to gain a better understanding of the levels of satisfaction residents have with their homes and the associated services provided.

We used a mixed method (online and postal) approach to obtain 181 responses from independent living tenants which gives an overall margin of error of  $\pm 5.8\%$ . The results presented in this report relate to independent living tenants only.

## Key findings

### Key questions

The table below gives an overview of the results for the key questions (some of the new and old HouseMark core questions), with comparisons to the 2014 results where applicable.

Whilst satisfaction with the repairs and maintenance service has increased since 2014, there have been some decreases in satisfaction (overall service, overall quality of home and neighbourhood as a place to live). The greatest change since 2014 was a 15%-point drop in overall satisfaction which is now significantly lower statistically compared to 2014 and the lowest amongst all key questions.

Key results	2014	2020	+/- (%-points)
Overall service provided by Cambridge's Independent Living Service	94%	79%	-15
The overall quality of your home	93%	89%	-4
Cambridge's Independent Living Service provides a home that is safe and secure		93%	
Cambridge's Independent Living Service is easy to deal with		82%	
Repairs and maintenance service (those used within last 18 months)	90%	92%	+2
Your sheltered scheme as a place to live	94%	90%	-4
Cambridge's Independent Living Service keeping you informed		81%	

## Overall services

Beyond the key questions, there were high levels of agreement with the statements 'Cambridge's Independent Living Service' communications are professional and courteous' (87%) and 'someone at Cambridge's Independent Living Service is usually available to take my call' (79%). However, fewer residents agreed that 'Cambridge's Independent Living Service responds quickly to my requests' (67%) and 'Cambridge's Independent Living Service publicise improvements made using tenants' feedback' (66%). Disagreement across the statements was generally low (2-7%), with high proportions of neutral tenants.

Tenants were also asked what they think Cambridge's Independent Living Service's future priorities should be. The most common answer was communication/listening to view, which was mentioned in 21% of the comments.

## Your home

As shown in the key questions above, nine in ten (89%) tenants were satisfied with the overall quality of their home. More tenants were positive about Cambridge's Independent Living Service providing them with a home that is safe and secure (93%) and 84% were satisfied that their home is easy and affordable to keep warm. Eight in ten also expressed satisfaction with the advice and support they get from Cambridge's Independent Living Service for paying their rent and service charges or managing their finances.

We also explored the reasons for tenant to move to an older person's housing scheme. The most common reasons included their previous property being unsuitable (39%), no longer being able to manage (31%) and wanting to live in Cambridge City (28%).

## Repairs and maintenance

Six in ten tenants (60%) had had repairs completed in the last 18 months (56% in 2014). The majority reported this repair by telephone (65%) and the vast majority were given an appointment, which was kept (84%). Satisfaction was high across all aspects of the repairs service, highest for keeping dirt and mess to a minimum (93%) but lowest for being kept informed throughout the process (75%). All tenants were also asked how the repairs and maintenance service could be improved. Positively, 27% of comments were from tenants who took the opportunity to share positive feedback on the service but looking at improvements, the most popular theme was for the service to be quicker and more responsive (18% of comments).

### **Planned works**

Over a quarter (27%) reported that they had had planned maintenance works carried out in their home in the last 18 months. The vast majority of these were satisfied with the arrangements made to access their home (95%), the time taken (93%), information provided about the works (93%) and the overall quality of work (90%).

### **Your sheltered scheme**

Nine in ten (90%) tenants were satisfied with their scheme as a place to live; however, fewer expressed satisfaction with the overall appearance of their scheme (79%) – 9% were dissatisfied. We also explored priorities for improvements within the scheme. The most commonly prioritised aspects were improvements to pathways (49% of tenants prioritised this), landscaping and planting (28%) and the health and wellbeing of tenants (also 28%).

### **Estate services**

Of those who receive estate services, 63% were satisfied with the overall estate services that they receive from Cambridge's Independent Living Service. Tenants were also asked about their level of satisfaction with various estate services they receive. Satisfaction was higher for grounds maintenance, specifically grass cutting (63%), but low for other services such as communal window cleaning where around four in ten (43%) were satisfied. Across the services dissatisfaction ranged from 14% to 26%, so there is sizeable proportion of tenants that were not satisfied with the estate services they receive.

### **Anti-social behaviour**

Just 17% of tenants had reported ASB to Cambridge's Independent Living Service in the last 18 months. Positively, more were satisfied than dissatisfied with the final outcome of their complaint.

### **Contact and communication**

The most preferred method of communication was letter (63%), although some preferred phone/text, email or face-to-face contact (11-13%). Over half (53%) of tenants said they have access to the internet. Tenants were also asked if they were aware of My Cambridge. 14% had signed up but half (48%) were not aware.

Almost six in ten (59%) tenants said they'd made contact with Cambridge's Independent Living Service in the last 18 months. Of those who had been in touch, 86% were satisfied with the helpfulness of staff and 80% were with the final outcome of their query – 11% were dissatisfied.

# Introduction

Cambridge's Independent Living Service (Cambridge City Council) commissioned M·E·L Research to carry out a STAR survey (Survey of Tenants and Residents) to gather feedback from residents. The aim was to gain a better understanding of the levels of satisfaction residents have with their homes and the associated services provided.

## Method

The questionnaire design (Appendix A) follows the HouseMark STAR guidance, ensuring the collection of robust data on the resident experience and perception. The questionnaire used a set of core questions, along with a selection of extra questions focusing on several service areas consistent with the HouseMark guidance.

Residents were initially invited to take part in the survey by email. Following this, postal surveys were sent to those who had not responded and to those without email addresses or mobile numbers. Those who received the postal version were also provided with a web link giving them the option to complete the survey online. Three weeks later a postal reminder was sent out to those who had not responded. This multi-channel engagement approach is in line with the latest HouseMark STAR guidance.

The fieldwork began in October and finished in December 2020. It is important to note that the period in which the survey was completed coincided with the second national coronavirus lockdown of 2020 in England. While we cannot quantify what effect this may have had on how people responded to the survey, the autumn lockdown has anecdotally, been more challenging and frustrating for individuals than the first lockdown in the spring. In practical terms, this period will have meant some individuals will have spent more time within their homes and neighbourhood than they would normally do.

## Response rate and statistical reliability

The Council commissioned three separate surveys: for general needs tenants, independent living tenants and leaseholders. The surveys were sent to all tenants and leaseholders, including 485 independent living tenants. A total of 181 completed questionnaires were returned by independent living tenants, giving an overall response rate of 37%.

The results for independent living tenants are therefore accurate to  $\pm 5.8\%$  at the 95% confidence level. This means that if we surveyed every single resident, the results could be 5.8% above or below the figures reported (e.g. a 50% satisfaction rate could actually lie between 44.2% and 55.8%). However, where base sizes are smaller, for example due to questions being skipped or among sub-groups, the

margin of error would be wider and so those results should be treated with greater caution. The table below shows the number of completed interviews and margin of error by tenure.

**Breakdown of completed interviews and margin of error by tenure**

	Stock size	Responses	Response rate	Margin of error
General needs tenants	6,434	1,636	25%	±2.1%
Independent living tenants	485	181	37%	±5.8%
Leaseholders	1,191	272	23%	±5.2%
<b>Overall</b>	<b>8,110</b>	<b>2,089</b>	26%	±1.9%

Appendix B shows the demographic profile of the sample.

## Analysis and reporting

### Presentation of data

The results of the independent living survey are presented in this report, with separate reports for general needs tenants and leaseholders. Comparisons to the previous survey in 2014 are also included, where applicable, to show trends. The results for 2014 and 2020 are unweighted.

Results are based on ‘valid’ responses and therefore where a respondent has selected ‘not applicable’ or left a question blank, these have been excluded from analysis for that question. The base size therefore shows the total number of respondents included in the analysis for each question. Owing to the rounding of numbers, the percentages displayed on graphs may not always add up to 100% and may differ slightly to the text. The figures provided in the text should always be used as the authoritative results.

### Statistical tests

To provide further insight into the results, we’ve carried out sub-group analysis by different demographics and some other variables (e.g. age and length of tenancy). Some of the age bands were combined due to a low response from some groups. The results for these sub-groups have been presented only if they were statistically significant (at the 95% confidence level) and if the base sizes were 30 or more.

Where there is a statistically significant difference between groups, this has been noted in the report as a “significant” difference. However, a significant difference may not necessarily mean that the difference is ‘important’. Any statistically significant differences between this year’s results and the 2014 survey period are also included in this report.

Finally, it should also be noted that post-fieldwork, an issue was identified whereby some cases in the database provided to M·E·L. Research by Cambridge City Council were incorrectly classified. This meant that some independent living tenants were sent a general needs questionnaire. Although the questions were the same, they were phrased as City Homes as opposed to Cambridge's Independent Living Service. As such the data impacts of this issue are negligible. At the end of fieldwork, 69 independent living tenants were identified in the general needs sample and subsequently removed from that sample and added into the independent living sample. Their feedback is therefore captured in this report.

# 1. Overall service

The following section details the results to questions asked around the overall service provided by Cambridge's Independent Living Service. This includes some of HouseMark's STAR core questions which cover key measures of satisfaction and are the basis for comparisons with other housing providers.

## Overall service provided

Taking everything into account, almost eight in ten (79%) tenants were satisfied with the overall service provided by Cambridge's Independent Living Service, with a greater proportion 'very satisfied' (52%) as opposed to 'fairly satisfied' (26%). Just 6% reported some degree of dissatisfaction and 15% had no strong feelings either way.

Comparison with the previous survey period shows a significant fall in satisfaction, from 94% in 2014 to 79% in 2020 (15%-points). Looking closer, dissatisfaction has increased 3%-points, with more tenants now stating they are neither satisfied nor dissatisfied with the overall service provided.

Figure 1.1 Overall service provided

Base size: 178



Analysis of overall satisfaction levels by sub-group shows some significant differences:

- Tenants who have joined you more recently (within the last 5 years) were significantly more satisfied than those with a tenancy length of 5 years or more. This is a typical pattern that we also see elsewhere, with newer tenants being more satisfied.

Figure 1.2 Overall service provided by length of tenancy



## Reasons for satisfaction/dissatisfaction with the overall service provided

All respondents were given the opportunity to provide the reasons for their response to this question. A total of 112 valid comments were provided. These have been grouped into themes which are presented in Table 1.1 below. The table shows the total number of mentions for each theme and also the breakdown by those satisfied, neither satisfied nor dissatisfied and dissatisfied. One response could have contained more than one theme and as such the total presented in the table may be higher than the number of responses.

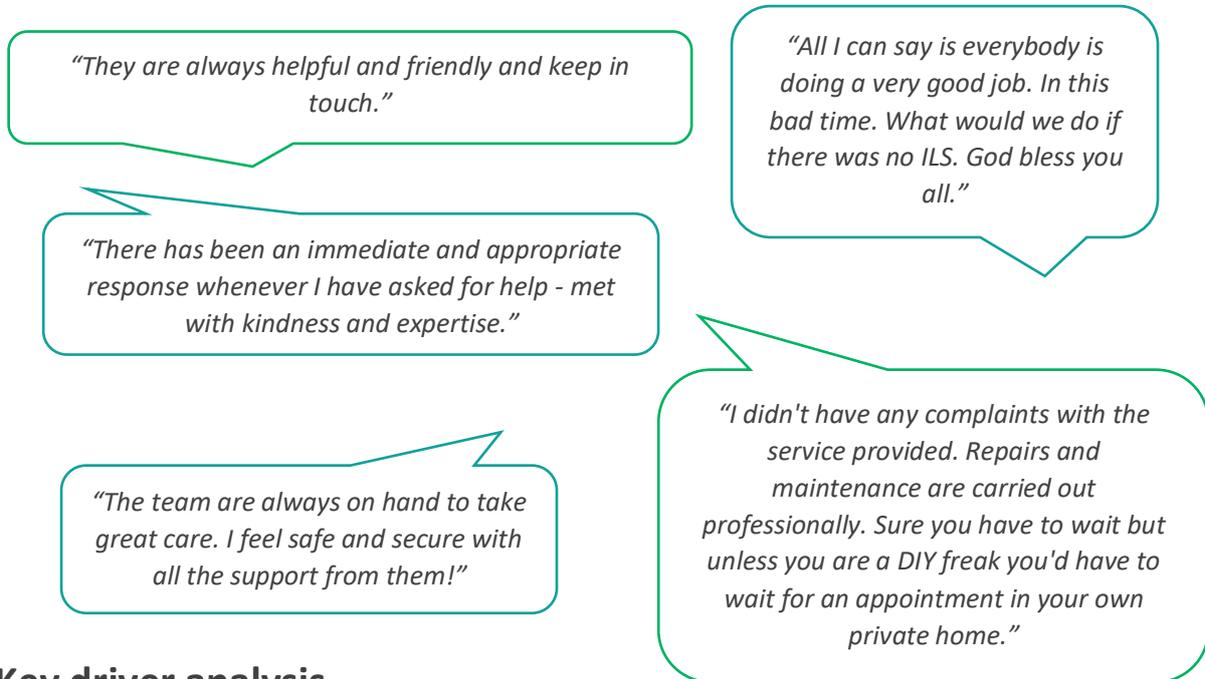
**Table 1.1 Reasons for satisfaction/dissatisfaction with the overall service provided**

	Satisfied	Neither	Dissatisfied	Total	
Satisfied with overall services/ staff	80	2	2	<b>84</b>	<b>75%</b>
Advice and support (e.g. listen to tenants' concerns/complaints & act, check on vulnerable tenants)	19	-	-	<b>19</b>	<b>17%</b>
Satisfied with repairs & maintenance service	8	-	1	<b>9</b>	<b>8%</b>
Efficient/ quick to respond to issues	8	-	1	<b>9</b>	<b>8%</b>
Repair/upgrade needed	6	-	1	<b>7</b>	<b>6%</b>
Dissatisfied with overall services/ staff	-	1	4	<b>5</b>	<b>4%</b>
Other	3	-	2	<b>5</b>	<b>4%</b>
Slow to respond to issues	1	1	2	<b>4</b>	<b>4%</b>
Communication - satisfied	3	-	1	<b>4</b>	<b>4%</b>
Communal cleaning	3	-	1	<b>4</b>	<b>4%</b>
Repairs & maintenance - speed and appointments	1	-	2	<b>3</b>	<b>3%</b>
Communication - general (e.g. slow, no follow-up)	2	-	1	<b>3</b>	<b>3%</b>
Communication - repairs & maintenance	1	1	-	<b>2</b>	<b>2%</b>
Grounds maintenance	2	-	-	<b>2</b>	<b>2%</b>
Repairs & maintenance - quality and workmen	-	-	1	<b>1</b>	<b>1%</b>
Anti-social behaviour/ issues with neighbours	-	-	1	<b>1</b>	<b>1%</b>
Allocations/ exchanges/ right to buy	1	-	-	<b>1</b>	<b>1%</b>

Results show that the most popular theme was mentions of satisfaction with the overall service or with staff at Cambridge's Independent Living Service (75% of comments). As might be expected, this was mostly from those satisfied with the overall service provided, though some dissatisfied tenants still took the opportunity to praise staff and/or the overall service. The second most common theme was around the advice and support provided by Cambridge's Independent Living Service to tenants (17% of comments). Some of the areas commonly mentioned by those dissatisfied included overall

dissatisfaction with the service and/or staff as well as speed/responsiveness, both overall and in relation to repairs.

A selection of comments is shown below.



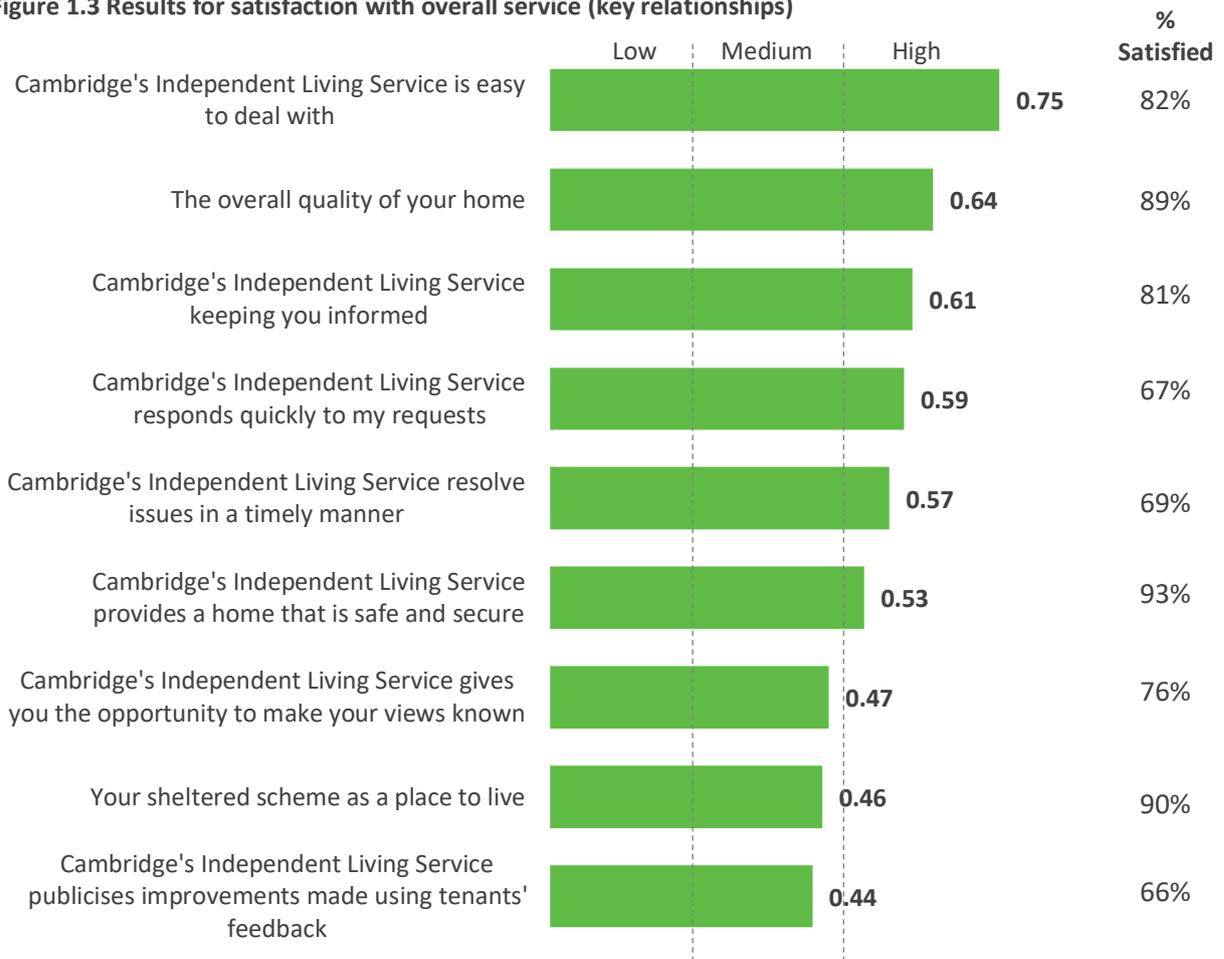
## Key driver analysis

Satisfaction with the overall service provided has been further analysed using a statistical technique called key driver analysis, based on correlation testing. This helps to better understand the associations between key performance indicators and identify the relative impact that they have on each other. A correlational test will result in a score (correlation coefficient) between 0 and 1. Correlation coefficients that are closer to '1' indicate that a strong linear relationship exists between the two measures. This means that if a housing provider can improve performance on one measure, then it is likely that feedback will improve on the other measure too.

In the real world, it is highly unlikely that the types of survey questions that can be used will correlate at a factor more than 0.85. Another issue with this technique is that of causality – the technique alone cannot easily tell us which question influences which question (i.e. the 'chicken and egg' conundrum). In this sense, correlation testing is just a guide to indicate where attention should be diverted, and interpretation applied.

The bars in Figure 1.3 indicate the strength of the correlation, with the strongest ranking at the top. Anything over 0.5 suggests that a strong relationship exists between the two questions, and any number between 0.3 and 0.5 suggests a medium relationship. The current satisfaction and benchmarking position are presented next to each bar.

**Figure 1.3 Results for satisfaction with overall service (key relationships)**



Six out of the nine questions analysed correlate highly with satisfaction with the overall service. The strongest relationship is with **Cambridge's Independent Living Service being easy to deal with** (0.75), which is positive as satisfaction is relatively high with this service aspect. There is also a strong relationship between **the overall quality of home** and **Cambridge's Independent Living Service keeping you informed** (>0.6). Following this are the indicators around Cambridge's Independent Living Service responding quickly to requests or issues. These were also shown to have a strong relationship with overall satisfaction (though to a lesser extent). This is important as satisfaction was relatively low for these aspects.

Therefore, in order to increase satisfaction with the overall service provided, the results of the key driver analysis suggest that priority should be given to improving the speed in which requests and issues are dealt with. This will ensure tenants continue to see Cambridge's independent Living Service as easy to deal with (to a greater extent), which should also have a positive effect on overall satisfaction.

## Easy to deal with

Residents were asked to what extent they were satisfied that Cambridge's Independent Living Service is easy to deal with, a new core STAR question. Eight in ten (82%) tenants expressed satisfaction, with over half (54%) 'very satisfied' and 28% 'fairly satisfied'. Just 5% expressed dissatisfaction. One in eight (13%) had no strong feelings either way.

Figure 1.4 Easy to deal with

Base size: 173



## Keeping tenants informed

Tenants were asked how good or poor they felt Cambridge's Independent Living Service is at keeping them informed about things that might affect them as a tenant. Eight out of ten tenants (81%) felt that Cambridge's Independent Living Service is good at keeping them informed. Just 5% indicated that Cambridge's Independent Living Service is poor at keeping them informed and 15% were neutral.

Figure 1.5 Being kept informed by Cambridge's Independent Living Service

Base size: 170



## Perceptions of service provided by Cambridge's Independent Living Service

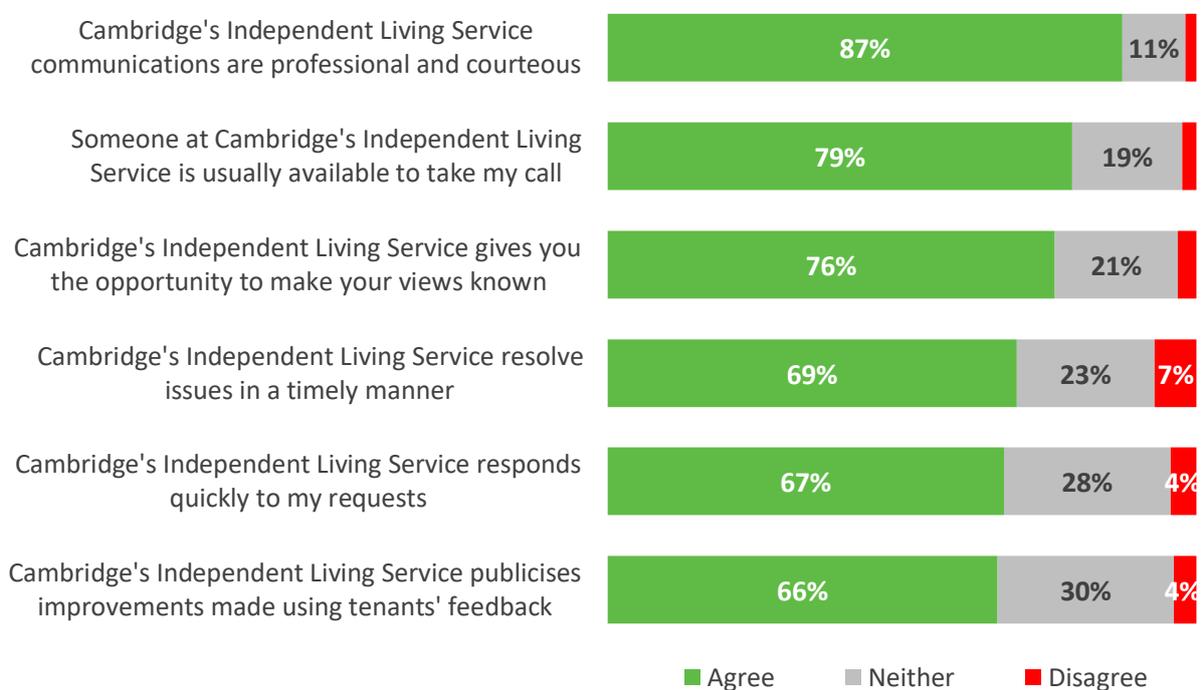
Respondents were asked to what extent they agree or disagree with a series of statements, to better understand their perceptions of the service they receive from Cambridge's Independent Living Service.

The highest level of agreement was with the statement ‘Cambridge’s Independent Living Service’ communications are professional and courteous’ (87%). The lowest level of agreement was with the statement ‘Cambridge’s Independent Living Service publicises improvements made using tenants’ feedback’ (66%). However, disagreement across the statements was generally low (2-7%).

Across the statements between 11% and 30% of tenants chose a neutral response. This may suggest that they have limited interaction with Cambridge’s Independent Living Service or limited awareness of these aspects of the service they provide.

**Figure 1.6 Agreement with perception statements**

Base size: 154-166



On the topic of resident involvement and having the opportunity to make view known, all respondents were informed that Cambridge’s Independent Living Service provides a number of opportunities for tenants and tenants to:

- Influence the management decision about their housing
- Test and challenge the quality of homes and the services that go with them
- Improve their estates and community.

Respondents were then asked if they would be interested in finding out more about these opportunities. 28% of respondents said they would be. Those who expressed interest also gave permission for their details to be passed back to Cambridge’s Independent Living Service, which means a pool of 46 willing tenants for Cambridge’s Independent Living Service to directly approach and

engage with further. These tenants were spread across most schemes, which will allow voices and opinions to be heard from across Cambridge’s Independent Living Service.

## Future priorities

All tenants were also asked what they think should be the future priorities for Cambridge’s Independent Living Service. A total of 56 valid comments were provided. These have been grouped into themes which are presented in Table 1.2 below.

**Table 1.2 Future priorities for Cambridge’s Independent Living Service**

 Count	% of comments
Communication/ views taken into account/ follow-up on complaints - dissatisfied	12 21%
Look after older/ vulnerable people	10 18%
Improvement/ maintenance of property standards (e.g. replacing windows, new bathrooms, sort out damp/mould, guttering)	9 16%
Advice and support to residents	7 13%
Other	6 11%
Build more housing/ new homes	5 9%
Better housing service overall/ fairness	5 9%
Safety and security (e.g. a safer neighbourhood, street lighting, install CCTVs, better locks, more policing)	4 7%
More or better services for children/ young people (e.g. more sports clubs, improve or more children's play areas, mental health service)	4 7%
Covid-19	3 5%
Council tax	3 5%
Repairs and maintenance - Appointments/ speed	2 4%
Communal cleaning (e.g. internal areas, window cleaning)	1 2%
Repairs and maintenance - Customer service	1 2%
Crime/ ASB/ neighbour issues/ drug dealing	1 2%
Maintenance/ improvement on communal areas, neighbourhood, open spaces	1 2%
Issues with overcrowding / illegal sub-letting	1 2%

The most common themes mentioned were prioritising communication/listening to views (21% of comments) and looking after older or more vulnerable people (18%). Comments also suggested a priority to improve property standards, or maintain them, and offer advice and support to residents.

A selection of comments is shown below.

*“Listening to residents and could be more helpful.”*

*“To pay attention to all tenants, not just those who flag-up their need for extra support, or the few who utilise the community hall events.”*

## 2. Your home

This section looks at tenants' attitudes towards their homes and opinions on the advice and support provided by Cambridge's Independent Living Service to tenants on paying rent and service charges and managing finances. Reasons for moving to an older persons housing scheme were also looked into.

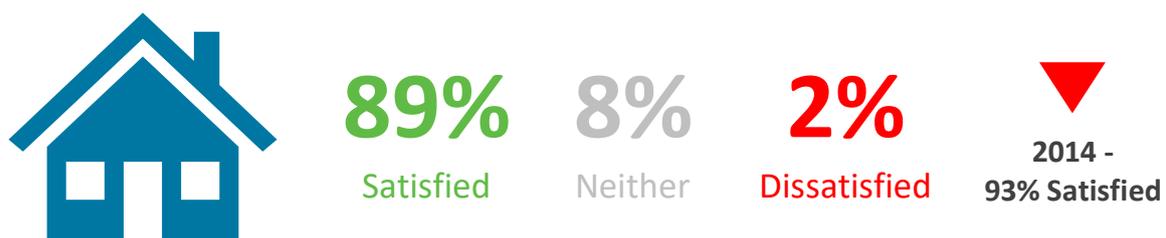
### Overall quality of home

Overall, almost nine in ten (89%) tenants expressed satisfaction with the overall quality of their home, with just 2% stating that they were dissatisfied. 8% had no strong feelings either way.

Comparison with 2014 shows a slight decrease in satisfaction of 4% points, though this is not statistically significant.

Figure 2.1 Overall quality of home

Base size: 169



### Providing a home that is safe and secure

Residents were asked to what extent they were satisfied that Cambridge's Independent Living Service provides a home that is safe and secure, another new core STAR question. Over nine in ten (93%) tenants expressed satisfaction with this, with almost seven in ten (69%) 'very satisfied' and 23% 'fairly satisfied'. Just 4% expressed dissatisfaction and 3% were neither satisfied nor dissatisfied.

**Figure 2.2 Providing a home that is safe and secure**

Base size: 167

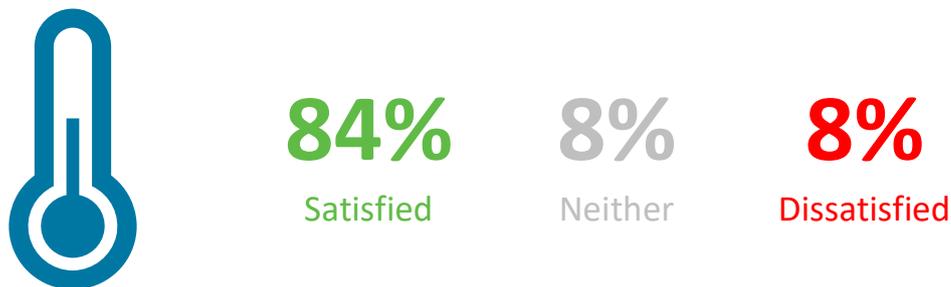


### Easy and affordable to keep home warm

Residents were then asked to what extent they were satisfied that their home is easy and affordable to keep warm. 84% of tenants expressed satisfaction with this, with six in ten (61%) 'very satisfied' and 23% 'fairly satisfied'. The remaining tenants were split equally between those who are dissatisfied and those who were neutral (both 8%).

**Figure 2.3 Easy and affordable to keep warm**

Base size: 169



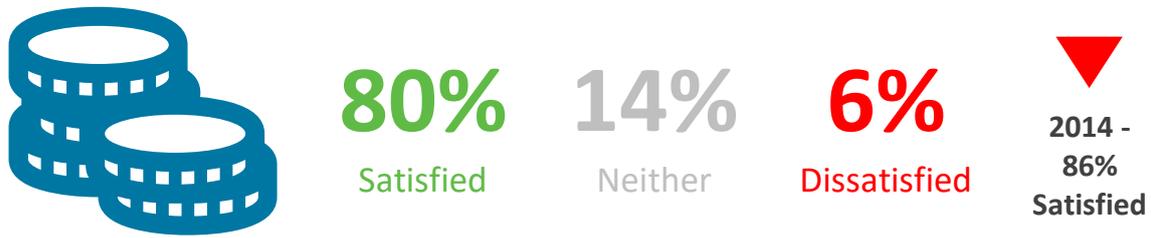
### Advice and support on paying and managing finances

Tenants were also asked how satisfied they are with the advice and support they get from Cambridge's Independent Living Service for paying their rent and service charges or managing their finances. Eight in ten (80%) tenants were satisfied with this service aspect, with 61% 'very satisfied' and 18% 'fairly satisfied'. Just 6% expressed any level of dissatisfaction and 14% were neither satisfied nor dissatisfied.

Looking at the 2014 results, satisfaction was 6%-points higher (86%), with more tenants now stating they are dissatisfied (3% in 2014). This is not a significant difference.

**Figure 2.4 Advice and support for paying and managing finances**

Base size: 148



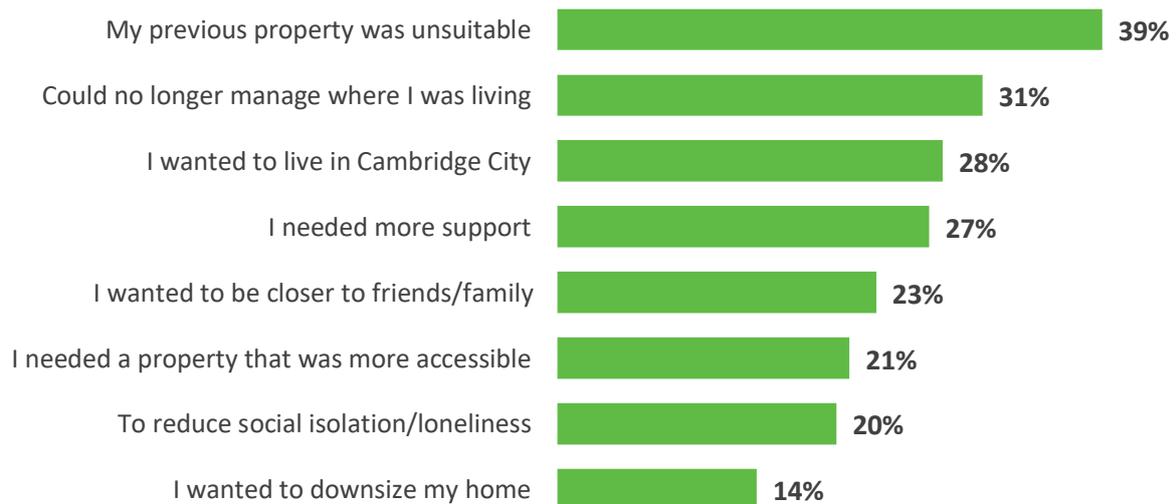
## Encouragement to move to an older person’s housing scheme

Cambridge City Council has significantly invested in housing for older people and has a variety of different types of accommodation. In order to better understand what encourages older people to move to an older persons' housing scheme, respondents were asked what encouraged them to move to the scheme where they live. They were asked to select up to three reasons.

The most common reasons included their previous property being unsuitable (39%), no longer being able to manage (31%) and wanting to live in Cambridge City (28%). Understanding these reasons may help Cambridge’s Independent Living Service to market their homes and schemes to potential tenants in future.

**Figure 2.5 Encouragement to move to older person’s scheme**

Base size: 104





- Perhaps unsurprisingly, those with a disability were more likely to state that they could no longer manage where they were living, they needed more support, or they needed a property that was more accessible, as reasons that encouraged them to move to an older persons' scheme.



- Reasons for moving to an older person's scheme were fairly similar for both tenants who have joined you more recently (within the last 5 years) and those with a tenancy length of 5 years or more. However, wanting to live in Cambridge City was more of a reason for newer tenants (40% compared to 19%).

## 3. Repairs and maintenance

This section looks at tenant's experiences of any repairs they have had completed in their home in the last 18 months, as well potential improvements for the repairs service.

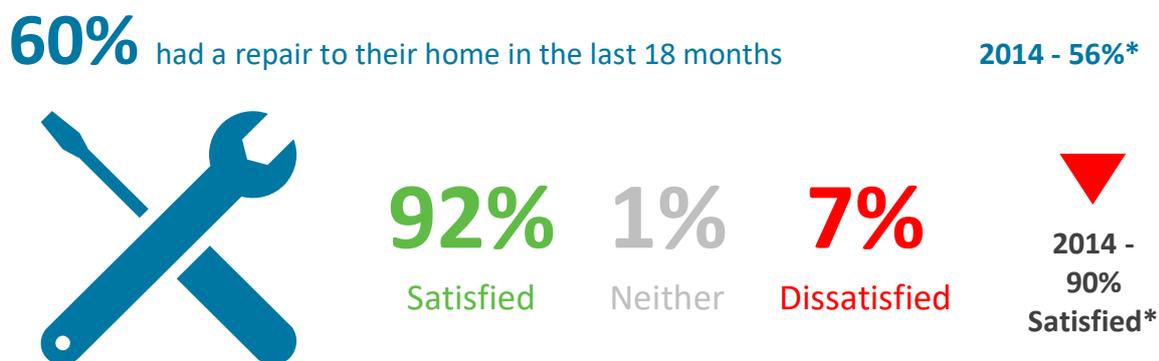
### Repairs in the last 18 months

Overall, six in ten (60%) tenants reported that they had had a repair to their home in the last 18 months. This compares to 56% who reported that they had received a repair in 2014.

Those that had received a repair to their home were then asked to rate their satisfaction with the overall repairs service provided by Cambridge's Independent Living Service for their last repair. The vast majority (92%) were satisfied, with a greater proportion stating they were 'very satisfied' (68%) as opposed to 'fairly satisfied' (24%). 7% reported dissatisfaction and the remaining 1% were neither satisfied nor dissatisfied. Satisfaction is in line with 2014.

Figure 3.1 Repairs and maintenance

Base size: 167; 99



\*Note: the question wording has changed since 2014, when residents were asked about repairs within the last 12 months.

### Method of reporting last repair

Those that had received a repair in the last 18 months were then asked how they reported it. The most popular method was by telephone (65%), with some telling their Independent Living Facilitator (23%).

**Figure 3.2 Method of reporting last repair**

Base size: 97

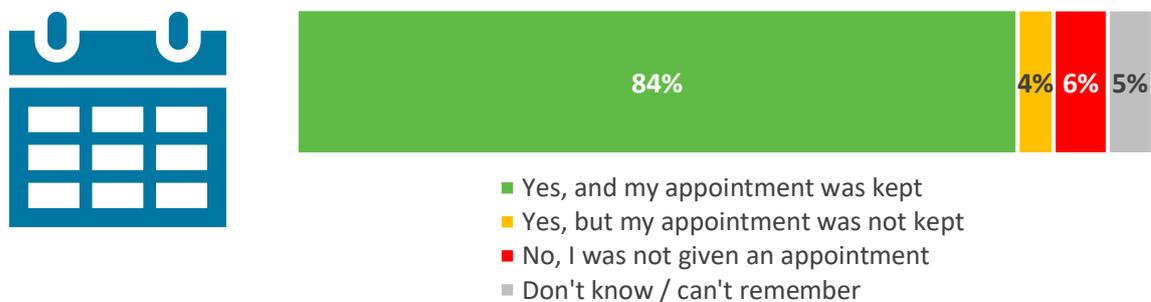


### Appointment for last repair

Tenants were then asked if they were given an appointment at the time of booking their last repair. Positively, 84% of tenants reported that they were given an appointment and that it was kept. 6% were not given an appointment and 4% were given one but it wasn't kept. A further 5% couldn't remember.

**Figure 3.3 Appointment for last repair**

Base size: 95



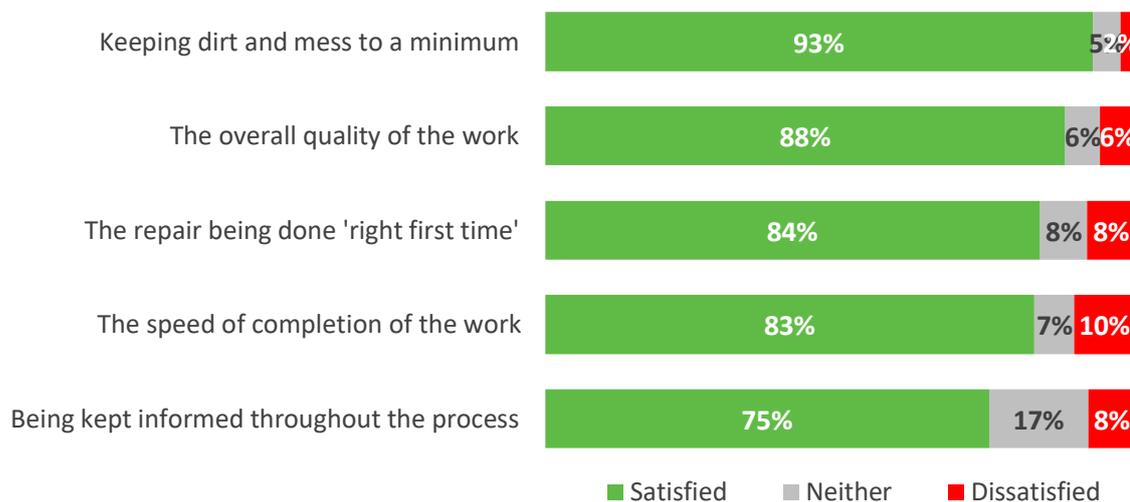
### Satisfaction with aspects of last repair

Tenants who had received repair or maintenance work on their home in the last 18 months were then asked how satisfied they were with various aspects of the service. The highest level of satisfaction was with keeping dirt and mess to a minimum (93%) and the vast majority were also satisfied with the overall quality and speed of the work, repair being done 'right first time' and being kept informed throughout the process.

There is some room for improvement though, particularly around communication as 17% were neither satisfied nor dissatisfied with being kept informed and 8% were dissatisfied. 10% were also dissatisfied with the speed of completion.

**Figure 3.4 Satisfaction with aspects of the repairs service**

Base size: 84-89



## Improvements to the repairs and maintenance service

To help shape future progress, all residents were asked how the repairs and maintenance service could be improved. A total of 82 valid comments were provided. All comments have been grouped into themes which are presented in Table 3.1 below.

**Table 3.1: Improvements for the repairs and maintenance service**

	Count	% of residents
Satisfied tenant	22	27%
Quicker/ more responsive	15	18%
Outstanding repair work	13	16%
Better quality work	11	13%
Need more compliance Checks	10	12%
Time taken	9	11%
Improved communication	5	6%
Better contractors	4	5%
Provide upgrades	4	5%
Other	3	4%
Better appointment times	2	2%

Positively, 27% of comments were from tenants who took the opportunity to share positive feedback on the repairs and maintenance service. Looking at improvements, the most popular themes were for the service to be quicker and more responsive (18% of comments), and for better quality work (13%). 16% of comments made reference to outstanding repair work.

A selection of comments is shown below.

*"We're pretty impressed, thanks!"*

*"The only thing I can think of is that sometimes the waiting time for an appointment could be shorter - but at the moment Covid determines what happens and that is out of the Council's control."*

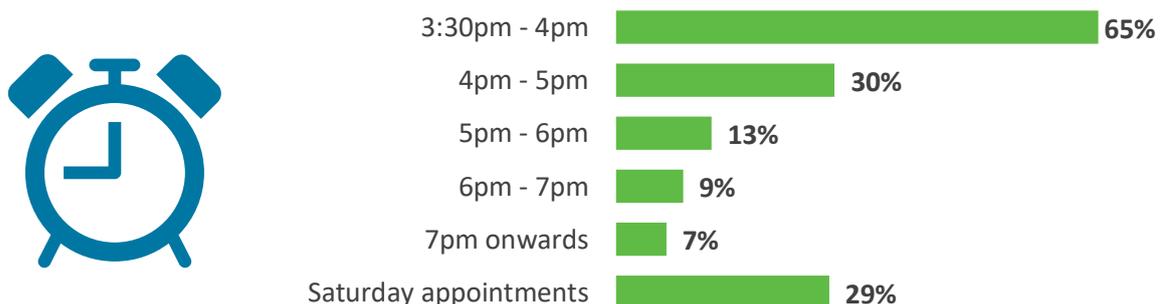
### Future appointment times

Currently appointment times for repairs are between 8am and 3:30pm. In order to explore how these times could be extended in future, all tenants were provided with a number of options for additional appointment slots and asked which they would prefer. Tenants could select more than one option.

Results show the greatest preference was for repair slots to be extended until 4pm (65%). Three in ten (29-30%) would also prefer being able to have an appointment between 4pm-5pm and also Saturday appointments. Fewer residents felt repairs should take place in the evening (7%).

**Figure 3.5 Future appointment times**

Base size: 132



## 4. Planned works

This section looks at tenant's experiences of any planned works that they have had completed in their home in the last 18 months.

### Planned works in the last 18 months

Just over a quarter (27%) of tenants reported that they had had planned maintenance works carried out in their home in the last 18 months. This includes things like fitting a new boiler or door, repairing fencing, electrical works and replacing kitchen units and bathrooms.

Those that had received planned maintenance works were then asked their satisfaction with the different aspects of this service. The vast majority were satisfied, ranging from 90% for satisfaction with the overall quality of work to 95% for the arrangements made to access the home. At 8% dissatisfaction was highest for the information provided about the work.

Figure 4.1 Planned works

Base size: 168; 40-42

**27%** had planned maintenance works carried out in their home in the last 18 months



## 5. Your sheltered scheme

The following section looks at tenants' attitudes towards their sheltered scheme and what they would prioritise for improvement.

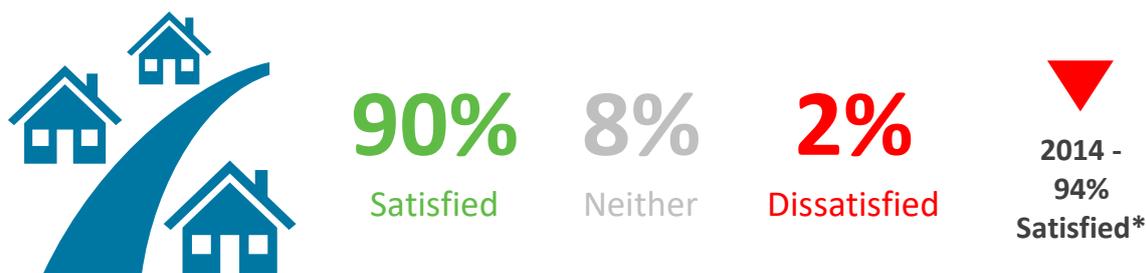
### Sheltered scheme as a place to live

The vast majority (90%) of tenants reported being satisfied with their sheltered scheme as a place to live. Just 2% reported dissatisfaction with their scheme and 8% were neutral.

Since 2014 there has been a 4%-point fall in satisfaction, though this is not statistically significant. Furthermore, dissatisfaction has actually *decreased* since 2014, by 1% point, with a greater proportion now stating that they are 'neither satisfied nor dissatisfied'.

Figure 5.1 Sheltered scheme as a place to live

Base size: 171



\*Note: the question wording has changed since 2014, when residents were asked about their neighbourhood as a place to live.

Table 5.1 below presents the results by scheme. Please note, due to the low sample sizes results are purely for indicative purposes and have been presented as counts to avoid results being misrepresented.

**Table 5.1 Sheltered scheme as a place to live by scheme**

 Satisfied	Neither	Dissatisfied	
Brandon Court (n=10)	9	1	0
Ditton Court (n=4)	3	1	0
Greystoke Court (n=3)	3	0	0
Lichfield Road (n=53)	44	5	4
Mansel Court (n=12)	12	0	0
Neville Road (n=13)	12	1	0
Rawlyn Court (n=9)	6	3	0
School Court (n=11)	9	2	0
Stanton House (n=8)	8	0	0
Talbot House (n=4)	4	0	0
Walpole Road (n=6)	6	0	0
Whitefriars (n=9)	9	0	0

## Overall appearance of the scheme

Tenants were then asked their satisfaction with the overall appearance of their sheltered scheme. Just under eight in ten (79%) expressed satisfaction here, with one in ten (9%) being dissatisfied. 12% were neither satisfied nor dissatisfied with the overall appearance of their scheme.

**Figure 5.2 Overall appearance of the scheme**

Base size: 156



Table 5.2 below presents the results by scheme. Please note, due to the low sample sizes results are purely for indicative purposes and have been presented as counts to avoid results being misrepresented.

**Table 5.2 Overall appearance of the scheme by scheme**

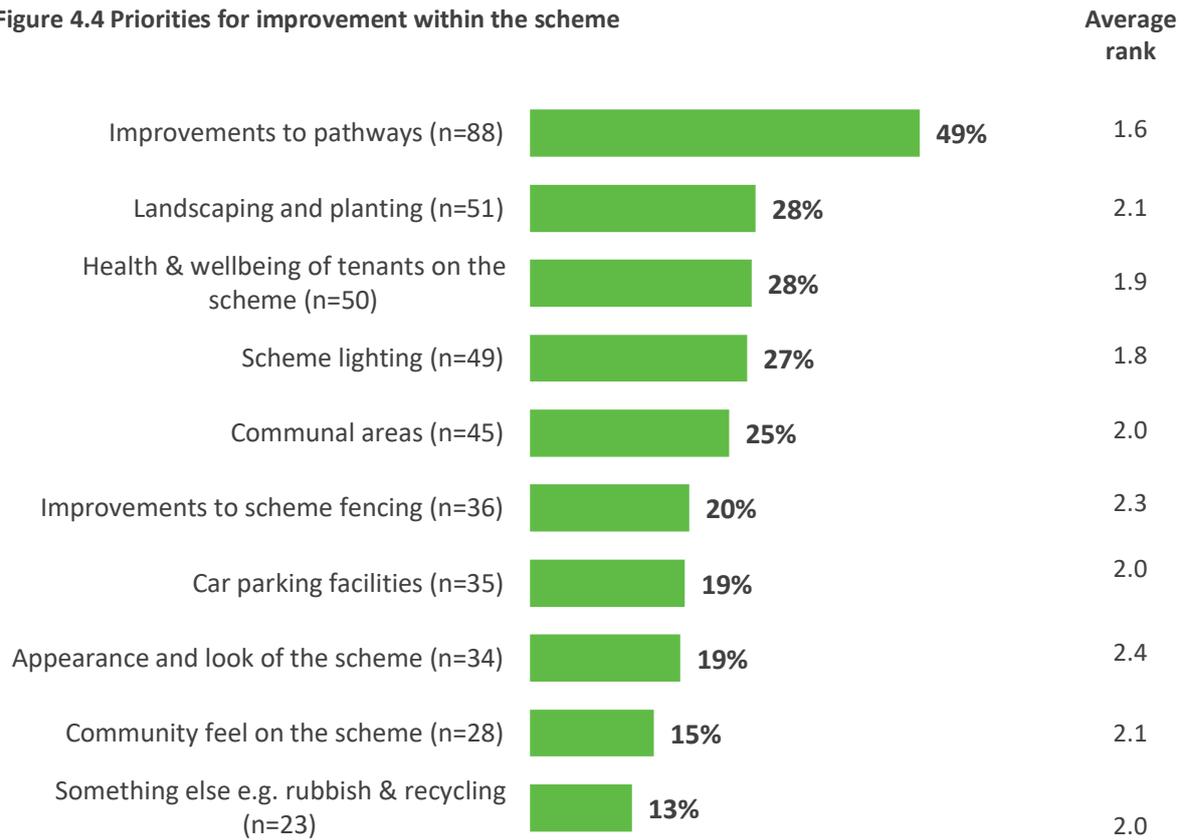
 Satisfied Neither Dissatisfied	Satisfied	Neither	Dissatisfied
Brandon Court (n=9)	8	1	0
Ditton Court (n=3)	2	1	0
Greystoke Court (n=3)	3	0	0
Lichfield Road (n=50)	36	4	10
Mansel Court (n=10)	9	1	0
Neville Road (n=10)	6	4	0
Rawlyn Court (n=9)	6	3	0
School Court (n=8)	6	2	0
Stanton House (n=7)	7	0	0
Talbot House (n=4)	4	0	0
Walpole Road (n=5)	4	0	1
Whitefriars (n=9)	6	1	2

## Priorities for improvements within the scheme

Tenants were presented with a list of scheme aspects and asked which three they would consider to be their first, second and third priorities. Figure 5.3 shows the proportion of tenants that prioritised each aspect as well as the average rank given from those that selected that aspect. The closer the average rank to 1, the greater the priority. For example, 49% of tenants felt that improvements to pathways was a priority and those that prioritised this, on average, ranked it as their 2<sup>nd</sup> priority (1.6).

The most commonly selected priorities were improvements to pathways (49% of tenants prioritised this), landscaping and planting (28%) and the health and wellbeing of tenants on the scheme (28%).

**Figure 4.4 Priorities for improvement within the scheme**



## 6. Estate services

This section looks at tenants' satisfaction with the estate services provided by Cambridge's Independent Living Service. Those stating 'not applicable', who do not receive these surveys, have been excluded from the results.

### Overall estate services

Tenants were asked how satisfied they are with the overall estate services provided by Cambridge's Independent Living Service. Over six in ten (63%) were satisfied, with a fairly equal split between those neither satisfied nor dissatisfied (18%) and those dissatisfied (19%).

Figure 6.1 Overall estate services

Base size: 170



Analysis of satisfaction levels by sub-groups shows some significant differences:

- Tenants who have joined you more recently (within the last 5 years) were significantly more satisfied than those with a tenancy length of 5 years or more. 23% of those who have been with you for five years or more were dissatisfied with the overall estate services that they receive.

Figure 6.2 Overall estate services by length of tenancy



## Satisfaction with different estate services provided by Cambridge's Independent Living Service

Tenants were also asked about their level of satisfaction with various estate services they receive. Satisfaction is higher for grounds maintenance, specifically grass cutting (63%) but also maintenance of planted areas (47%). Almost six in ten (58%) were satisfied with the cleaning of indoor communal areas, but less were satisfied with the outdoor areas (50%) and litter picking (48%). Satisfaction is lowest for communal window cleaning (43%).

Across the services dissatisfaction ranges from 14% to 26%, so there is sizeable proportion of tenants that were not satisfied with the estate services they receive. Furthermore, around a third of tenants were neither satisfied nor dissatisfied with these services.

**Figure 6.3 Satisfaction with estate services**

Base size: 135-151



## 7. Anti-social behaviour

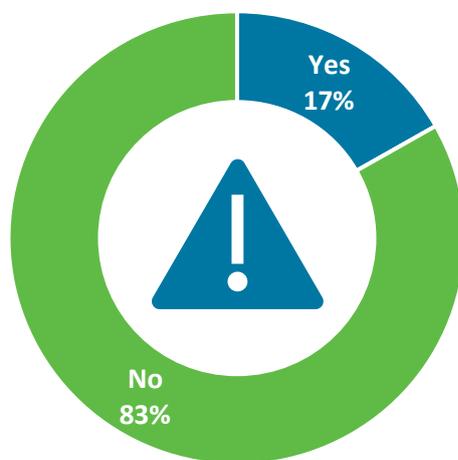
This section looks at tenants' experiences of any anti-social behaviour that they have reported to Cambridge's Independent Living Service in the last 18 months.

### ASB reported in the last 18 months

All respondents were asked if they had reported anti-social behaviour to Cambridge's Independent Living Service in the last 18 months. Around one in six had (17%).

Figure 7.1 Reported ASB in the last 18 months

Base size: 167



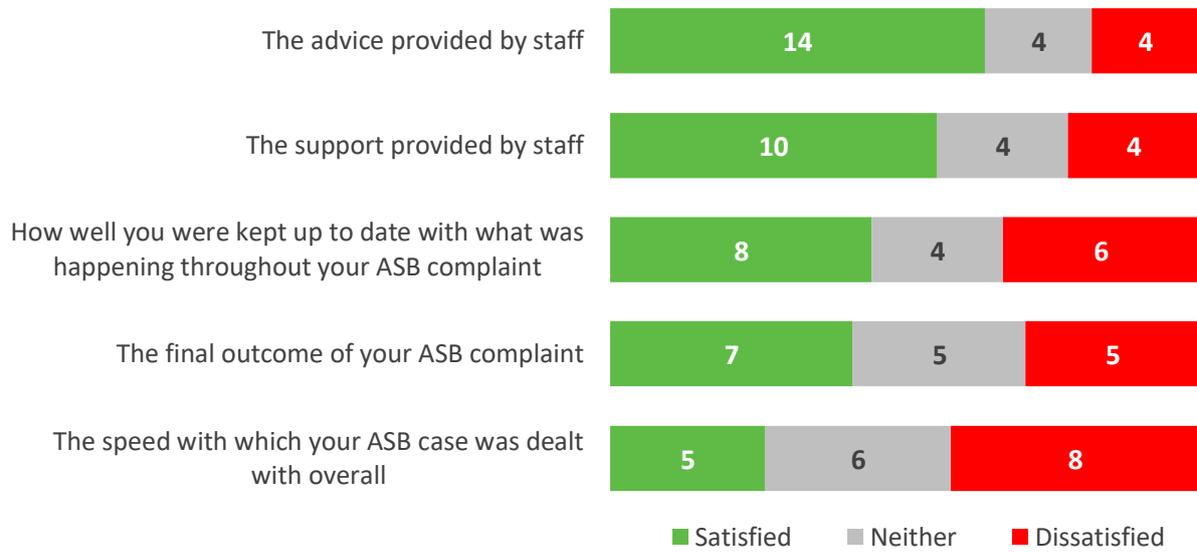
### Satisfaction with ASB reporting

Tenants that had reported ASB to Cambridge's Independent Living Service in the last 18 months were then asked their satisfaction with different aspects of the ASB service.

Results show that most were satisfied with the advice and support provided by staff, but less were satisfied with how well they were kept up to date and the speed with which their case was dealt with overall. Positively, more were satisfied with the final outcome of their complaint than dissatisfied but there is work to be done here. It may help to manage expectations when a case is reported to ensure the final outcome is satisfactory.

**Figure 7.2 Satisfaction with aspects of reporting anti-social behaviour (counts)**

Base size: 17-22



\*Results have been shown as counts due to the small sample size of tenants that had reported ASB in the last 18 months.

## 8. Contact and communication

This section explores tenants' views on how they prefer to receive information from Cambridge's Independent Living Service along with their experiences in the last 18 months. Questions were also asked around internet access and the new My Cambridge online portal.

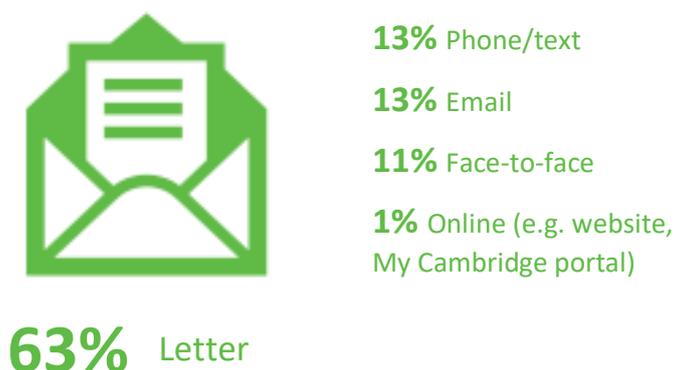
### Communication preferences

Tenants were provided with a list of communication methods and asked which of them they would prefer to use to receive their customer specific information from Cambridge's Independent Living Service.

The most preferred method was by letter, with 63% favouring this method. Although some preferred phone/text, email or face-to-face contact (11-13%).

Figure 8.1 Preferred method of receiving customer specific information

Base size: 176



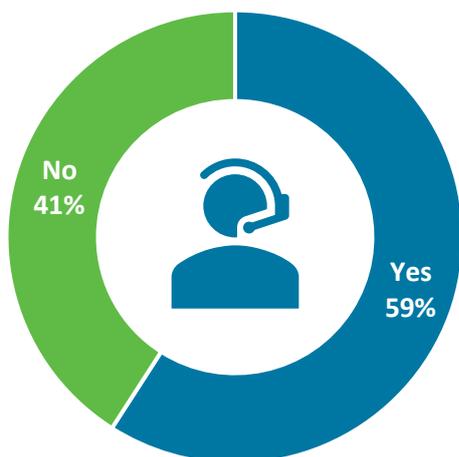
- Whilst the preferred method of communication was letter for both those with and without a disability, those with a disability were more likely to prefer face-to-face contact (19% compared to 4%).

## Contact in the last 18 months

All tenants were asked if they had been in contact with Cambridge's Independent Living Service in the last 18 months. Six in ten tenants (59%) said that they had

**Figure 8.2 Contact in the last 18 months**

Base size: 171



Following this, tenants that had been in touch with Cambridge's Independent Living Service in the last 18 months were asked to rate their satisfaction with the helpfulness of staff, with 86% expressing satisfaction. When asked about their satisfaction with the final outcome of their query, slightly fewer were satisfied (80%) and one in ten (11%) were dissatisfied.

**Figure 8.3 Satisfaction with contacting Cambridge's Independent Living Service**

Base size: 99; 76



## Internet access

53% of respondents reported that they have access to the internet; 47% did not. Positively, more tenants are online now compared to in 2014 when just 38% reported having access. For context, the current national average estimates that 96% of households in Great Britain have internet access<sup>1</sup>. However, it is estimated that just 58% of those that rent from a local authority and 69% of those that rent from a housing association have *basic digital skills*<sup>2</sup>.

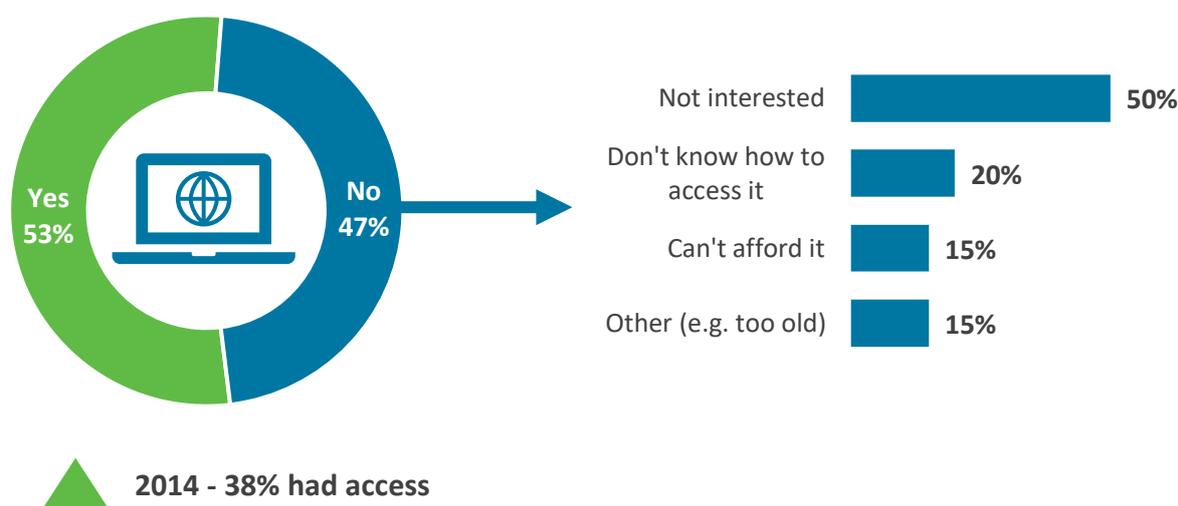
Those that don't have access to the internet were asked for their main reason for not having access. Half (50%) said it was because they were not interested. This was followed by not knowing how to access it (20%) and not being able to afford it (15%). The top reason is consistent with 2014, however slightly more said they don't know how to access it (18% in 2014) and less said they couldn't afford it (29% in 2014).

Tenants without access were also asked if they had friends or family that support them to use the internet – 31% of them said they did.

Looking closer at those without internet usage, it was mostly those in the older age brackets (70-79 and 80 and over).

**Figure 8.4 Internet access**

Base size: 173; 80



<sup>1</sup> Office for National Statistics: 2019 estimate for Households with internet access. Available at: <https://www.ons.gov.uk/peoplepopulationandcommunity/householdcharacteristics/homeinternetandsocialmediausage/datasets/internetaccesshouseholdsandindividualsreferencetables>

<sup>2</sup> Lloyds Bank UK Consumer Digital Index 2018. Available at: [https://www.lloydsbank.com/assets/media/pdfs/banking\\_with\\_us/whats-happening/LB-Consumer-Digital-Index-2018-Report.pdf](https://www.lloydsbank.com/assets/media/pdfs/banking_with_us/whats-happening/LB-Consumer-Digital-Index-2018-Report.pdf)

## My Cambridge online portal

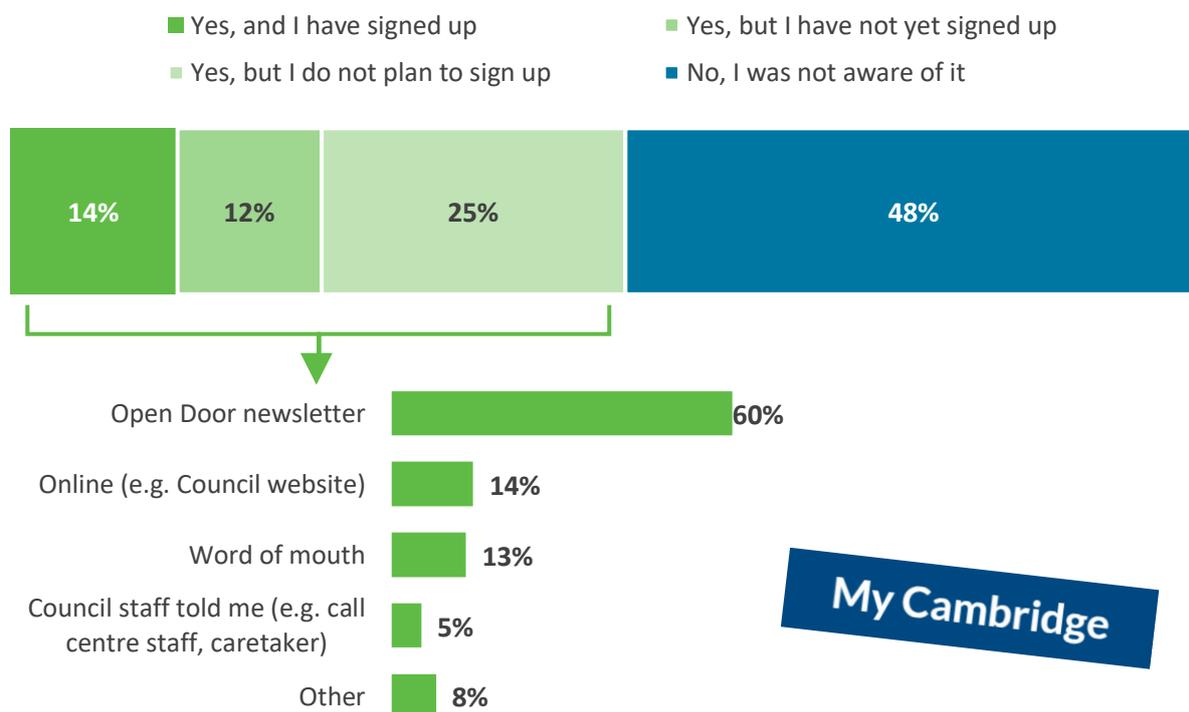
In March 2020, Cambridge City Council launches My Cambridge, a new online portal that enables Council tenants and tenants to start accessing a lot of their housing services directly online e.g. pay rent, check balance, order a repair.

Results show that 52% of respondents were aware of My Cambridge. 14% had signed up, 12% were aware but hadn't yet signed up and 25% did not plan to sign up. Almost half of tenants (48%) were not aware. Looking at those with internet access (53% of tenants, as outlined above), 24% had signed up, 17% planned to, 16% didn't plan to and 43% were not aware.

Those that were aware of the new portal were asked how they found out about it. Most (60%) found out about it in Open Door whilst some saw it advertised online (14%) or were told about it by friends/family (13%). A few others said Council staff told them about it (5%).

**Figure 8.5 My Cambridge portal**

Base size: 157; 77



Those that use the portal were then asked if they find it easy or difficult to use the services it offers, such as paying rent or checking their rent account. Positively, the majority said they find it easy to use (61%), with 14% finding it difficult - 25% said neither easy nor difficult. It may be worth exploring the issues they have had to ensure future users do not have experience any difficulties.

## Results by scheme (*Key questions*)

To explore the different levels of satisfaction/agreement by scheme, the table below presents the results across all schemes for some of the key questions. Please note, due to the low sample sizes results are purely for **indicative purposes** and have been presented as counts to avoid results being misrepresented.

	Brandon Court (n=11)	Ditton Court (n=5)	Greystoke Court (n=3)	Lichfield Road (n=58)	Mansel Court (n=12)	Neville Road (n=13)	Rawlyn Court (n=9)	School Court (n=11)	Stanton House (n=8)	Talbot House (n=4)	Walpole Road (n=6)	Whitefriars (n=9)
Overall service provided by Cambridge's ILS	8	5	2	39	11	12	7	10	7	4	4	6
The overall quality of your home	8	5	3	44	12	11	8	10	6	4	4	9
Cambridge's ILS provides a home that is safe and secure	10	5	2	49	12	11	8	9	6	4	4	9
Cambridge's ILS is easy to deal with	7	5	3	41	12	12	7	9	7	4	5	7
Repairs and maintenance service (those used within last 18 months)	6	1	1	32	8	5	3	6	5	3	4	4
Your neighbourhood as a place to live	9	3	3	44	12	12	6	9	8	4	6	9
Cambridge's ILS keeping you informed	6	4	2	39	11	10	8	8	7	4	4	8

# Conclusions and recommendations

## Lower levels of core satisfaction

Overall 79% of tenants were satisfied with the overall service provided. However, results show that satisfaction has fallen across most key questions since 2014, with a fall of 15%-points for satisfaction with the overall service provided. Other key questions on the quality of home and sheltered scheme as a place to live also saw falls in comparison to 2014. Satisfaction with the repairs service did see an increase, though by just 2% points.

Due to lack of reliable benchmarking data at present, we haven't included benchmarking in this version of the report, though with the ongoing pandemic, we have seen drops in customer satisfaction with other housing providers. Customer contact has changed, there have been delays to some repairs and new ways of working more widely may well have put a strain on systems and service delivery. However, these results should help you to understand how this has affected customer satisfaction with your services and therefore where to focus attention to improve services in the current context.

Looking at the new HouseMark core questions on providing a home that is safe and secure and being easy to deal with, satisfaction was also relatively high at 93% and 82% respectively. Across the key questions dissatisfaction levels ranged from 2% for overall quality of home and sheltered scheme as a place to live up to 7% for repairs and maintenance. Perhaps the most concerning is the fact that dissatisfaction with the overall service fell 15%-points, with dissatisfaction rising from 3% to 6% with a large proportion of tenants 'sitting on the fence'.

## Satisfaction with homes and sheltered schemes

Positively, when asked about their home, the vast majority were satisfied with its quality and that it was safe and secure. This is a good sign as these safety and security issues are particularly important for sheltered housing residents. Similarly, satisfaction with the sheltered scheme as a place to live was high at 90%.

However, fewer tenants were satisfied with the overall appearance of their scheme, with almost one in ten dissatisfied. It may be that the improvements suggested by tenants (including improving pathways, landscaping and planting) will help to improve these levels of satisfaction. Estate services could also be having an impact here, as satisfaction was relatively low for these services. Across the services dissatisfaction ranged from 14% to 26%, so there is sizeable proportion of tenants who were not satisfied with the estate services they receive.

## Transactions and interactions in last 18 months

As a result of reduced services during the Coronavirus pandemic, we asked tenants about their experiences over a longer time frame, 18 months as opposed to the standard 12 months.

Overall satisfaction with the repairs and maintenance service for those that had received a repair in the last 18 months was relatively high, at 92% satisfied, which is an increase since 2017. The majority of tenants also expressed satisfaction with the different aspects of the repair they were asked about, namely keeping dirt and mess to a minimum, the overall quality of work and the repair being done 'right first time'. It is good that the majority of tenants are satisfied with the repairs service as it is one of the most frequently accessed services (60% had received a repair in the last 18 months).

Looking at other interactions in the last 18 months, six in ten tenants said they'd been in touch with you. Of these, most were satisfied with the helpfulness of staff and the final outcome of their query. However, 11% weren't satisfied with the outcome. There was a similar story for those that had reported ASB in the last 18 months. Exploring these issues and potentially managing expectations may help to ensure a satisfactory outcome for tenants when they contact you.

## The Charter for Social Housing Residents

The government's Social Housing White Paper titled 'The Charter for Social Housing Residents' sets out what every social housing resident should be able to expect. One of the key expectations listed is strengthening tenant voice and allowing them to have their voice heard by their landlord. Given this wider policy context for social landlords, the fact that a notable proportion of tenants expressed an interest in finding out more about opportunities to get involved with Cambridge's Independent Living Service is encouraging.

This Charter also provides a framework with which to summarise other key messages from this research.

As outlined above, it is positive that the vast majority of tenants were satisfied with the quality, safety and security of their homes. Satisfaction with the repairs service is also encouraging which will ensure properties are kept in good repair.

**Ministry of Housing, Communities & Local Government**

### The Charter for Social Housing Residents

**A new Charter for social housing residents**

Our new Charter sets out what every social housing resident should be able to expect.

- To be safe in your home.** To be safe in your home, you should be able to expect your landlord to ensure your home is safe and secure.
- To have your landlord performing.** To have your landlord performing, you should be able to expect your landlord to ensure your home is in good repair and that your landlord is doing their best to ensure your home is in good repair.
- To have your complaints dealt with promptly and fairly.** To have your complaints dealt with promptly and fairly, you should be able to expect your landlord to ensure your complaints are dealt with promptly and fairly.
- To be involved with issues outside of your tenancy.** To be involved with issues outside of your tenancy, you should be able to expect your landlord to ensure you are involved with issues outside of your tenancy.
- To have your voice heard by your landlord.** To have your voice heard by your landlord, you should be able to expect your landlord to ensure your voice is heard by your landlord.
- To have a good quality home and neighbourhood to live in.** To have a good quality home and neighbourhood to live in, you should be able to expect your landlord to ensure you have a good quality home and neighbourhood to live in.
- To be supported to take your first step to becoming a tenant.** To be supported to take your first step to becoming a tenant, you should be able to expect your landlord to ensure you are supported to take your first step to becoming a tenant.

**Summary of the policy measures in this White Paper**

**To be safe in your home**

- Introduce a new safety standard for social housing.
- Introduce a new safety standard for social housing.
- Introduce a new safety standard for social housing.

**To have your complaints dealt with promptly and fairly**

- Introduce a new standard for the time it takes to deal with complaints.
- Introduce a new standard for the time it takes to deal with complaints.
- Introduce a new standard for the time it takes to deal with complaints.

**To have your voice heard by your landlord**

- Introduce a new standard for the time it takes to deal with complaints.
- Introduce a new standard for the time it takes to deal with complaints.
- Introduce a new standard for the time it takes to deal with complaints.

**How we will ensure this Charter is met**

- Introduce a new standard for the time it takes to deal with complaints.
- Introduce a new standard for the time it takes to deal with complaints.
- Introduce a new standard for the time it takes to deal with complaints.

One of the areas where satisfaction was lower was with the overall appearance of the sheltered scheme, making it important to follow up on their priorities for improvement and ensure estate services satisfy tenants.

Finally, customer contact may need to be addressed to ensure satisfactory outcomes for tenants and managed expectations.

## **Appendix A: Questionnaire**

## **Appendix B: Respondent profile**

# Appendix A: Questionnaire



## TENANT SATISFACTION SURVEY 2020

HELP SHAPE THE SERVICES YOU RECEIVE



WIN ONE OF THREE **£100! PRIZES** If you tick the relevant box in the survey you will be entered into a prize draw with the chance to win one of three £100 Love2Shop vouchers.

**Please read these instructions carefully before completing the survey.**

- It should be completed by the tenant at this address, their partner/spouse or carer, on their behalf, with their consent.
- Please carefully read the instructions for each question.
- Please check that you have answered all questions that apply to you.
- All responses will be confidential.
- Please return the completed questionnaire to M-E-L Research in the FREEPOST envelope provided, or complete it online at [melresearch.co.uk/Cambridge2020](http://melresearch.co.uk/Cambridge2020). When prompted, type in your ID number found at the top right corner of the letter.
- Please return your completed questionnaire by **4th December 2020**.

### OVERALL SERVICE

**Q1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cambridge's Independent Living Service? **PLEASE TICK ONE BOX ONLY**

Very satisfied .....	<input type="checkbox"/>	1	Fairly dissatisfied .....	<input type="checkbox"/>	4
Fairly satisfied .....	<input type="checkbox"/>	2	Very dissatisfied .....	<input type="checkbox"/>	5
Neither satisfied nor dissatisfied .....	<input type="checkbox"/>	3			

*The Independent Living Service is the department within Cambridge City Council that is responsible for the management of the scheme that you live in, and the support that is provided by your Independent Living Facilitator (ILF).*

**Q2** Please explain why you are satisfied or dissatisfied with the service provided by Cambridge's Independent Living Service? **PLEASE WRITE BELOW**

**Q3** To what extent do you agree or disagree with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Agree	Neither	Disagree
Someone at Cambridge's Independent Living Service is usually available to take my call	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Cambridge's Independent Living Service responds quickly to my requests	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Cambridge's Independent Living Service communications are professional and courteous	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Cambridge's Independent Living Service resolve issues in a timely manner	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Cambridge's Independent Living Service gives you the opportunity to make your views known	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Cambridge's Independent Living Service publicises improvements made using tenants' feedback	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

**Q4** How satisfied or dissatisfied are you that Cambridge's Independent Living Service is easy to deal with? **PLEASE TICK ONE BOX ONLY**

Very satisfied .....  1      Fairly dissatisfied .....  4  
 Fairly satisfied .....  2      Very dissatisfied .....  5  
 Neither satisfied nor dissatisfied .....  3

**Q5** Do you feel Cambridge's Independent Living Service is good or poor at keeping you informed about things that might affect you as a tenant? **PLEASE TICK ONE BOX ONLY**

Good .....  1      Neither .....  2      Poor .....  3

**Q6** Cambridge's Independent Living Service provides a number of opportunities for tenants to:

- Influence the management decisions about your housing
- Test and challenge the quality of homes and the services that go with them
- Improve your estates and community

Would you be interested in finding out more about these opportunities to influence and improve your housing service? This means your contact details, but **not** your response to this survey, will be passed on to them. **PLEASE TICK ONE BOX ONLY**

Yes .....  1      No .....  2

**Q7** What do you think should be the future priorities for Cambridge's Independent Living Service?  
**PLEASE WRITE BELOW**

## YOUR HOME

**Q8** How satisfied or dissatisfied are you with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable
The overall quality of your home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
That Cambridge's Independent Living Service provides a home that is safe and secure	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
That your home is easy and affordable to keep warm	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
The advice and support you can get from Cambridge's Independent Living Service for paying your rent and service charges or managing your finances	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

**Q9** Cambridge City Council has significantly invested in housing for older people and has a variety of different types of accommodation. We would like to better understand what encourages older people to move to an older persons' housing scheme.

What would you say were the **top three** reasons that encouraged you to move to the scheme where you live? **PLEASE TICK THREE BOXES BELOW**

- |  |   |
|--|---|
| Could no longer manage where I was living... <input type="checkbox"/> 1  | I needed a property that was more accessible ..... <input type="checkbox"/> 6 |
| My previous property was unsuitable ..... <input type="checkbox"/> 2     | I wanted to live in Cambridge City ..... <input type="checkbox"/> 7           |
| I needed more support ..... <input type="checkbox"/> 3                   | I wanted to downsize my home ..... <input type="checkbox"/> 8                 |
| To reduce social isolation/loneliness ..... <input type="checkbox"/> 4   | Other (please specify below) ..... <input type="checkbox"/> 9                 |
| I wanted to be closer to friends/family ..... <input type="checkbox"/> 5 |   |

## REPAIRS AND MAINTENANCE

**Q10** Have you had any repairs carried out in this property in the last 18 months? **PLEASE TICK ONE BOX ONLY**

- Yes - **GO TO Q11** .....  1      No - **GO TO Q15** .....  2

**Q11** Thinking about the **LAST** time you had repairs carried out, how satisfied are you with the repairs service? **PLEASE TICK ONE BOX ONLY**

- |   |  |
|---|--|
| Very satisfied ..... <input type="checkbox"/> 1                     | Fairly dissatisfied ..... <input type="checkbox"/> 4 |
| Fairly satisfied ..... <input type="checkbox"/> 2                   | Very dissatisfied ..... <input type="checkbox"/> 5   |
| Neither satisfied nor dissatisfied ..... <input type="checkbox"/> 3 |  |

**Q12** How did you report your last repair? **PLEASE TICK ONE BOX ONLY**

- |   |  |
|---|--|
| By telephone ..... <input type="checkbox"/> 1   | Told the Independent Living Facilitator ..... <input type="checkbox"/> 3 |
| On the website ..... <input type="checkbox"/> 2 | Other (please specify below) ..... <input type="checkbox"/> 4            |

**Q13** Were you given an appointment at the time of your booking? **PLEASE TICK ONE BOX ONLY**

- Yes, and my appointment was kept .....  1      No, I was not given an appointment.....  3  
 Yes, but my appointment was not kept .....  2      Don't know / can't remember.....  4

**Q14** Thinking about the last repair, were you satisfied or dissatisfied with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Satisfied	Neither	Dissatisfied
Being kept informed throughout the process	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
The speed of completion of the work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
The overall quality of the work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Keeping dirt and mess to a minimum	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
The repair being done 'right first time'	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

**Q15** How could the repairs and maintenance service be improved? **PLEASE WRITE BELOW**

**Q16** Appointment slots for repairs are currently between 8am - 3:30pm on weekdays. If the Council were to introduce different appointment slots, which of the following would you prefer? **PLEASE TICK ALL THAT APPLY**

- 3:30pm - 4pm .....  1      6pm - 7pm .....  4  
 4pm - 5pm .....  2      7pm onwards.....  5  
 5pm - 6pm .....  3      Saturday appointments .....  6

### PLANNED WORKS

**Q17** Have you had any planned maintenance work carried out in your home in the last 18 months? **PLEASE TICK ONE BOX ONLY**

*This includes things like fitting a new boiler or door, repairing fencing, electrical works, replacing kitchen units and bathrooms etc.*

- Yes - **GO TO Q18**.....  1      No - **GO TO Q19**.....  2

**Q18** Thinking about the last planned maintenance carried out in your home, were you satisfied or dissatisfied with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Satisfied	Neither	Dissatisfied
The information provided to you about the work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
The arrangements for access to your home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
The time taken to complete the works	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
The overall quality of the work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

## YOUR SHELTERED SCHEME

**Q19** Are you satisfied or dissatisfied with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Satisfied	Neither	Dissatisfied
Your sheltered scheme as a place to live	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
The overall appearance of your sheltered scheme	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

**Q20** Which **three** of the following improvements to your sheltered scheme would you consider to be your first, second and third priorities? **PLEASE TICK ONE BOX FOR EACH COLUMN**

	1st	2nd	3rd
Improvements to pathways	[ ]	[ ]	[ ]
Scheme lighting	[ ]	[ ]	[ ]
Improvements to scheme fencing	[ ]	[ ]	[ ]
Landscaping and planting	[ ]	[ ]	[ ]
Car parking facilities	[ ]	[ ]	[ ]
Communal areas (including stairs, bin stores etc.)	[ ]	[ ]	[ ]
Appearance and look of the scheme	[ ]	[ ]	[ ]
Community feel on the scheme	[ ]	[ ]	[ ]
Health and wellbeing of tenants on the scheme	[ ]	[ ]	[ ]
Something else (please specify below)	[ ]	[ ]	[ ]

## ESTATE SERVICES

Estate services are responsible for monitoring the delivery of estate-based contracts for building cleaning, grounds maintenance, communal window cleaning and street cleansing.

**Q21** Are you satisfied or dissatisfied overall with the estate services within your sheltered scheme and the immediate surrounding area? **PLEASE TICK ONE BOX ONLY**

Satisfied.....  1      Dissatisfied .....  3  
 Neither .....  2      Not applicable .....  4

**Q22** Are you satisfied or dissatisfied with the following estate services? **PLEASE TICK ONE BOX FOR EACH ROW**

	Satisfied	Neither	Dissatisfied	Not applicable
Communal window cleaning	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Cleaning of indoor communal areas	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Cleaning of outdoor communal areas	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Litter picking	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Grass cutting	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Maintenance of planted areas	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

## ANTI-SOCIAL BEHAVIOUR

**Q23** Have you reported anti-social behaviour to Cambridge City Council, or the Independent Living Service in the last 18 months? **PLEASE TICK ONE BOX ONLY**

Yes - **GO TO Q24**.....  1      No - **GO TO Q25**.....  2

**Q24** Were you satisfied or dissatisfied with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Satisfied	Neither	Dissatisfied
The advice provided by staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
How well you were kept up to date with what was happening throughout your anti-social behaviour complaint	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
The support provided by staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
The speed with which your anti-social behaviour case was dealt with overall	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
The final outcome of your anti-social behaviour complaint	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

## CONTACT AND COMMUNICATION

**Q25** How do you prefer to receive your customer specific information from Cambridge's Independent Living Service and City Homes? **PLEASE TICK ONE BOX ONLY**

Phone / text.....  1      Face-to-face.....  4  
 Letter.....  2      Online (e.g. website, MyCambridge portal)....  5  
 Email.....  3      Other (please specify below) .....  6

**Q26** Have you contacted Cambridge's Independent Living Service in the last 18 months? **PLEASE TICK ONE BOX ONLY**

Yes - **GO TO Q27**.....  1      No - **GO TO Q28**.....  2

**Q27** Were you satisfied or dissatisfied with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Satisfied	Neither	Dissatisfied	Not applicable
The helpfulness of staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
The final outcome of your query	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

**Q28** Do you have access to the internet? **PLEASE TICK ONE BOX ONLY**

Yes - **GO TO Q31**.....  1      No - **GO TO Q29**.....  2

**Q29** What is your main reason for not having internet access? **PLEASE TICK ALL THAT APPLY**

Not interested .....  1      Can't afford it.....  3  
 Don't know how to access it .....  2      Other (please specify below).....  4

**Q30** Do you have friends or family that support you to use the internet? **PLEASE TICK ONE BOX ONLY**

Yes .....  1      No .....  2

**Q31** At the beginning of March, the Council launched *My Cambridge* portal, a new online service that enables tenants to start accessing a lot of their housing services directly online e.g. pay rent, check balance, order a repair (<https://www.cambridge.gov.uk>). If you need assistance to sign up, please contact 01223 458323.

Were you aware of the *My Cambridge* online portal? **PLEASE TICK ONE BOX ONLY**

- |   |   |
|---|---|
| Yes, and I have signed up - <b>GO TO Q32</b> ..... <input type="checkbox"/> 1         | Yes, but I do not plan to sign up - <b>GO TO Q32</b> ..... <input type="checkbox"/> 3 |
| Yes, but I have not yet signed up - <b>GO TO Q32</b> ..... <input type="checkbox"/> 2 | No, I was not aware of it - <b>GO TO Q34</b> ..... <input type="checkbox"/> 4         |

**Q32** How did you find out about the *My Cambridge* online portal? **PLEASE TICK ONE BOX ONLY**

- |  |  |
|--|--|
| Open Door newsletter ..... <input type="checkbox"/> 1          | Council staff told me (e.g. call centre staff, caretaker) ..... <input type="checkbox"/> 4 |
| Online (e.g. Council website) ..... <input type="checkbox"/> 2 | Other (please specify below) ..... <input type="checkbox"/> 5                              |
| Word of mouth ..... <input type="checkbox"/> 3                 |  |

**Q33** If you use the portal, do you find it easy or difficult to use the services it offers e.g. paying your rent, checking your rent account? **PLEASE TICK ONE BOX ONLY**

- |  |  |
|--|--|
| Easy ..... <input type="checkbox"/> 1    | Difficult ..... <input type="checkbox"/> 3       |
| Neither ..... <input type="checkbox"/> 2 | I do not use it ..... <input type="checkbox"/> 4 |

**ABOUT YOU**

**Q34** Which of the following age bands do you fall into? **PLEASE TICK ONE BOX ONLY**

- |   |  |
|---|--|
| Under 50 ..... <input type="checkbox"/> 1 | 80 - 89 ..... <input type="checkbox"/> 5           |
| 50 - 59 ..... <input type="checkbox"/> 2  | 90+ ..... <input type="checkbox"/> 6               |
| 60 - 69 ..... <input type="checkbox"/> 3  | Prefer not to say ..... <input type="checkbox"/> 7 |
| 70 - 79 ..... <input type="checkbox"/> 4  |  |

**Q35** Are you or any household members' day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months? **PLEASE TICK ONE BOX ONLY**

- |  |  |
|--|--|
| Yes, limited a lot ..... <input type="checkbox"/> 1    | No ..... <input type="checkbox"/> 3                |
| Yes, limited a little ..... <input type="checkbox"/> 2 | Prefer not to say ..... <input type="checkbox"/> 4 |

**Q36** How would you describe your ethnicity? **PLEASE TICK ONE BOX ONLY**

- |  |  |
|--|--|
| White - English / Welsh / Scottish / Northern Irish / British ..... <input type="checkbox"/> 1 | Mixed / multiple ethnic groups ..... <input type="checkbox"/> 5                |
| Any other White background ..... <input type="checkbox"/> 2                                    | Any other ethnic group (please specify below) ..... <input type="checkbox"/> 6 |
| Asian / Asian British ..... <input type="checkbox"/> 3   | Prefer not to say ..... <input type="checkbox"/> 7                             |
| Black / African / Caribbean / Black British ..... <input type="checkbox"/> 4                   |  |

Your responses to the main sections of this survey will be confidential.

Your responses to the above 'About you' section will help ensure the Independent Living Service has up-to-date information. If you are happy for M·E·L Research to share your answers to the 'About you' section please tick the following box:

Please tick (✓) if you do want M·E·L Research to share your details from the 'About you' section with Cambridge City Council

Cambridge City Council would also like to update its tenants' contact details. If you are happy for Cambridge's Independent Living Service to contact you in the future, please provide your email address and contact number below.

Your responses to this survey will not be linked to your email address or contact number - they will remain confidential.

Email address:

Contact number:

Cambridge City Council may wish to contact you again to invite you to take part in further research about the subjects covered in this survey. For the Council to be able to do this we need your permission to pass on your contact details to them for this purpose.

If you give permission, we would only pass on your contact details. Your answers to this survey remain confidential. The Council will only use your contact details to talk to you about further research and will not pass these on to anyone else.

Are you happy to be re-contacted? PLEASE TICK ONE BOX ONLY

Yes - I am happy to be re-contacted.....  1      No - I do not want to be re-contacted .....  2

Finally, Cambridge City Council is offering a prize draw for completing this survey with three chances to win! You could win one of three £100 Love2Shop vouchers. These can be spent at over 20,000 high street stores and online.

Are you happy to take part in the prize draw?

Yes .....  1      No .....  2

**This is the end of the survey. Thank you for your time. Your feedback is really valuable.**

**Please return your completed survey to M·E·L Research in the freepost envelope provided.**

## Appendix B: Respondent profile

Gender	Count	%
Male	75	42%
Female	104	58%

Age	Count	%
Under 70	59	34%
70 - 79	77	45%
80+	37	21%

Disability	Count	%
Yes (limited a lot/a little)	82	51%
No	80	49%

Ethnicity	Count	%
White	158	94%
BAME	10	6%

Ward	Count	%
Abbey	14	8%
Cherry Hinton	31	17%
Coleridge	71	40%
East Chesterton	9	5%
Kings Hedges	12	7%
Market	19	11%
Petersfield	12	7%
Romsey	11	6%

Property type	Count	%
Bedsit & Bungalow	2	1%
Flat & Maisonette	177	99%

Length of tenancy	Count	%
Under 5 years	78	44%
5+ years	101	56%

Scheme	Count	%
Brandon Court	11	7%
Ditton Court	5	3%
Greystoke Court	3	2%
Lichfield Court	58	39%
Mansel Court	12	8%
Neville Road	13	9%
Rawlyn Court	9	6%
School Court	11	7%
Stanton House	8	5%
Talbot House	4	3%
Walpole Road	6	4%
Whitefriars	9	6%

